



A leading South African financial institution faced rising volumes of routine IT requests, limited support availability, and inconsistent service levels—impacting user satisfaction. ITC Infotech implemented a scalable, AI-powered support solution that automated routine requests, enabled 24/7 assistance, and standardized response times.

**50% Quicker Responses**  
**24/7 support**

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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# Enhancing Employee Experience with Virtual Agent at a Leading Bank



## CLIENT

- A leading financial institution headquartered in South Africa, offering a wide range of banking and financial services including retail, corporate, and investment banking
- It operates across several countries in Africa, providing innovative solutions and personalized services to millions of customers

## CHALLENGE

- **Overwhelming Request Volume:** Routine IT requests overwhelmed the support team
- **Limited Hours:** Support was only available during business hours
- **Service Variability:** Inconsistent response times affected user satisfaction

## SOLUTION PROVIDED

- **Assessment:** Identified common support requests and workflows
- **Configuration:**
  - Configured the Virtual Agent to handle common issues and integrated it with existing systems
  - Integration with RPA platform and DeX management platform, such as Microsoft Power Automate and Aternity (for enabling self-healing)
  - Configured 60+ use cases
- **Deployment:** Rolled out the Virtual Agent and trained the IT team
- **Optimization:** Monitored and adjusted based on feedback and performance data

## BENEFITS DELIVERED

- **Reduced Workload:** The Virtual Agent managed 35% of routine requests, allowing the IT team to focus on complex issues
- **Faster Responses:** Average response times for routine issues decreased by 50%
- **24/7 Support:** Provided continuous support, improving accessibility
- **Consistent Quality:** Delivered uniform responses, increasing user satisfaction
- **Higher Satisfaction:** Reduced wait times led to improved employee satisfaction and productivity